

1. The first step in the process of identifying a problem is to recognize that a problem exists. This is often done by comparing current performance with a desired state or goal. If there is a discrepancy, a problem is identified. For example, a manager might notice that sales are down compared to last year, which would indicate a problem.

2. Once a problem is identified, the next step is to define the problem more clearly. This involves determining the scope of the problem, the people involved, and the resources available. For example, if sales are down, the manager might want to know if it's a company-wide issue or just in one region, and if it's a recent trend or a long-term problem.

3. The third step is to analyze the problem. This involves looking for the causes of the problem. There could be many reasons why sales are down, such as changes in the market, competition, or internal company issues. The manager would need to investigate these possibilities to determine the root cause of the problem.

4. After analyzing the problem, the next step is to develop a plan to solve it. This plan should outline the actions that need to be taken, the people responsible for each action, and the timeline for completion. For example, if the problem is identified as a lack of marketing, the plan might involve increasing the marketing budget and hiring additional marketing staff.

5. The final step is to implement the plan and monitor the results. The manager should ensure that the plan is followed and that resources are allocated as planned. They should also monitor the progress of the plan and make adjustments as needed. For example, if sales are still down after implementing the marketing plan, the manager might need to re-evaluate the plan and try different strategies.

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Class	Subclass	Date	Examiner
55	885, 1, 428 467, 495	8/7/05	Jung
55	897, 499 501, 503		
15	747, 352		
EAST interference test score printed		✓	✓

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